



## SAVE A SPOT: WSF'S VEHICLE RESERVATIONS SYSTEM

### Frequently Asked Questions

#### Overview

1. Why is WSF expanding the reservations system?

*At the direction of the State Legislature in 2009, Washington State Ferries embarked on the design of vehicle reservations system as a primary demand management strategy. The objective of reservations is to operate a high-quality service, without the expense of expanding terminal facilities, by encouraging customers to travel on sailings that are currently underutilized.*

*At present, there is little capacity to support traffic increases during peak travel periods, especially in the summer when recreational traffic surges cause even greater capacity challenges. The vehicle reservations system shows customers what sailings are available for a guaranteed spot even before they get into their cars. This will "spread demand." Customers who want a guaranteed time of travel will choose sailings with reservations still available and that may mean deciding to travel on sailings that are currently less full.*

2. What are the benefits of a reservations system?

*Some of the benefits of vehicle reservations include:*

- Reducing or eliminating traffic congestion on roads leading to terminals*
- Providing predictable and convenient travel*
- Increasing business in ferry-served communities*
- Reducing air pollution from idling vehicles*
- Saving money by avoiding terminal expansion and/or added service*
- Reducing traffic control costs and holding area maintenance costs*

*WSF estimates that vehicle reservations will help the state of Washington save millions of dollars in capital improvements by avoiding the need to expand ferry terminals and holding areas to accommodate projected increases in vehicle traffic.*

3. Who can make a reservation?

**Port Townsend–Coupeville:** *All vehicles.*

**Anacortes–Sidney, B.C.:** *All vehicles except commercial. Due to customs restrictions, commercial vehicles are not allowed to travel on WSF's international route.*

**Anacortes–San Juan Islands:** *All vehicles traveling westbound from Anacortes and eastbound from Friday Harbor and Orcas Island. Reservations will not be available for interisland travel, or travel from Lopez or Shaw islands to Anacortes, except for existing limited commercial tall reservations departing Lopez.*

4. Can foot/bicycle passengers make reservations?

*No. Reservations are for vehicles only.*

5. If I don't make a reservation, will I still be able to drive up?

*Yes, you can still drive up. Reservations are highly recommended for busy travel times to help spread demand and reduce wait times. However, it is likely that you won't need to make a reservation during off-peak travel times. Sailings that normally depart with space available will have more capacity for standby travelers.*

*To see best times to travel, [click here](#) or visit <http://www.wsdot.com/ferries/schedule/Default.aspx>.*

*You will be redirected to the WSF schedule page. Select your route, then click on the links under 'Best Travel Times' on the right side of the page.*

6. Is there a special program for residents?

*No. WSF is supported by state and federal funds and is required to offer the same service to everyone regardless of where they live. We worked closely with our communities to create a program that works well for all customers.*

7. How can I make a reservation?

*Go online: Visit [www.wsdot.wa.gov/ferries/reservations](http://www.wsdot.wa.gov/ferries/reservations)*

*Call us: Call WSF customer service at 888-808-7977*

8. Is there a mobile website or application?

*Yes, there is a mobile website for ferry reservations. However, there is no specific mobile application (app) for ferry reservations. Currently, there is access through the WSDOT app that has a link to the mobile website.*

9. Do I have to make a reservation to travel?

*Reservations are highly recommended during busy travel times, but they are never required. See WSF's Best Travel Times link on the route schedule Web page for information about which sailings are typically busy.*

10. How many reservations can I make at once?

*At this time, there is no limit to the number of reservations you can make at one time. However, it is WSF policy that customers may only make reservations on behalf of another known customer. The reservation maker must know the customer's name and vehicle size prior to making the reservation. A customer may not make reservations in anticipation of unknown customers, guests or event attendees.*

11. Am I able to reserve a round trip in the same transaction?

*Yes.*

## **Credit Cards**

12. Is a reservation deposit required?

*No, however a valid debit, credit or prepaid gift card is required to secure a reservation.*

13. Why is a credit card required?

*If you do not travel on your reserved sailing or any time within the same service day from the reserved departure terminal, a no-show fee will be charged to your debit, credit, or prepaid gift card on file. The no-show fee is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands routes we divide the Anacortes fare in half.*

14. How do I secure a reservation if I don't have a credit card?

*Debit cards and prepaid gift cards with the Visa or MasterCard logos will also be accepted.*

15. What type of security program is used to protect the credit card information that is provided?

*Our Save A Spot vehicle reservations system complies with the payment card industry's data security standards to protect our customer's credit card information in a secure cardholder data environment. We use the recommended highest level of secure hash algorithm 256-bit cryptography to store and retrieve the credit card information for processing. Our online transactions are hosted on our "https" secure Web servers whose connections are encrypted for credit card data transmission via secure socket layer certificates.*

## **Reservations and Tickets**

16. Is a reservation a ticket?

*No. A reservation guarantees space for the vehicle for a specific sailing and destination as long as you show up within the proper arrival window for your terminal/route. You can still buy your ticket or use your multi-ride pass at the tollbooth.*

17. Can I purchase a ticket for my reserved sailing in advance?

*Yes. You can purchase tickets online or at a terminal kiosk in advance for your reserved vehicle.*

18. Can I use a vehicle and driver multi-ride card to pay for travel in conjunction with a reservation?

*Yes. You may use a multi-ride card for travel.*

## **Accounts**

19. What is a reservation account?

*A reservation account allows you to create an individual profile, manage your reservations, and review reservation history.*

20. What are the different reservation account types?

**Executive Account:** *An Executive Account is for customers who have an active business account with WSF and want to bill their travel to that account or use a vehicle multi-ride card to pay for their travel. Executive Accounts will be billed the no-show fee if they do not use their reservation and do not travel for the remainder of the service day.*

**Universal Account:** *A Universal Account is for all other customers who want to save their information. An account allows them to create a profile and store vehicle and payment information for faster transactions when making a reservation, both online and over the phone.*

21. Do I have to create an account to make a reservation?

*No, customers who simply want to make a one-time reservation may do so as a guest without opening a reservation account. No information is stored.*

22. How do I create an account?

**Executive Account:** Executive Accounts require an active Wave2Go business (commercial) account with WSF. If your organization already has an active Wave2Go business account and travels on Port Townsend–Coupeville or Anacortes–San Juan Islands routes, WSF has established an Executive Account on your behalf. You are able to log into your account using your Wave2Go business account email login and password.

**Universal Account:** You can create an account online at [www.wsdot.wa.gov/ferries/reservations](http://www.wsdot.wa.gov/ferries/reservations). You must provide an email address and password. You can establish only one account per email address.

## Space Availability

23. How much of the vessel will WSF make available for reservations?

**Port Townsend–Coupeville:** Up to 80% of the vessel is available for advance reservations.

**Sidney, B.C.:** Up to 98% of the vessel is available for advance reservations.

**Anacortes–San Juan Islands:** Up to 90% of vessels westbound from Anacortes and eastbound from Friday Harbor and Orcas Island are available for reservations. No reservations from Shaw and only tall vehicles departing from Lopez are allowed. There are no reservations for interisland travel. See #25 for information about space availability.

24. What if the regular height space is full but there is still available tall space?

*48 hours prior to the sailing time, WSF will release tall space to all vehicle sizes. Tall vehicles exceed 7'2" in height. Vehicles over 30 feet in length are also considered "tall" due to the need to place them in the tunnel of the ferry.*

25. Why is WSF allowing only a certain percentage of the boat to be reserved?

*The remainder is set aside for emergency vehicles, customers with medical preference as defined in WAC 468-300-700 and standby customers.*

26. How far in advance of the sailing will reservations be available?

**For Port Townsend–Coupeville and Anacortes–Sidney, B.C.:** Reservations are available for all sailings when the seasonal schedule is released, usually two months before the season begins.

**For Anacortes–San Juan Islands routes:** WSF releases the reservation space in multiple tiers. This provides equal access to reservation space for customers who plan far in advance and those who make travel plans closer to the sailing date.

WSF worked with the San Juan Island Partnership to identify three releases of reservation space for the initial deployment of the vehicle reservations system on the San Juan Islands routes:

| <b>Release</b> | <b>When Available</b>   | <b>% Regular Height Space Available</b> | <b>% Tall Height Space Available</b> |
|----------------|---|---|--------------------------------------|
| 1              | 1-2 months before the season begins for all sailings for that season. | 30%                                     | 90%                                  |
| 2              | 2 weeks prior to sailing*   | 30%                                     | -                                    |
| 3              | 2 days prior to sailing*  | 30%                                     | -                                    |

*\*Reservation space is released at 7:00 a.m. For example, spaces on a 5:00 p.m. sailing on Wednesday are released at 7:00 a.m. on Monday.*

27. What if there are no reservations available on the sailing that I want?

**For Port Townsend-Coupeville or Anacortes-Sidney, B.C.:** Try a less heavily traveled sailing. [To see best times to travel, click here](#) or visit <http://www.wsdot.com/ferries/schedule/Default.aspx>. You will be redirected to the WSF schedule page. Select your route, then click on the links under 'Best Travel Times' on the right side of the page.

**For Anacortes-San Juan Islands:** Reservation space is released in tiers; therefore more space may become available for that sailing at a later date. You may also want to check 'Best Travel Times' for this route (see above).

28. Can I sell my reservation to others?

*No. Vehicle reservations cannot be sold to third parties.*

## Canceling

29. How do I cancel my reservation?

You can cancel your reservation online at [www.wsdot.wa.gov/ferries/reservations](http://www.wsdot.wa.gov/ferries/reservations) or by phone at 888-808-7977.

30. Is there a penalty for canceling?

*You can cancel your reservation without penalty any time until 5 p.m. the day before your reserved sailing. There is one free change after 5 p.m., but it has to be done before the lockout period. The lockout periods are:*

- *Anacortes–San Juan Islands or Sidney, B.C.: Three hours before departure.*
- *Port Townsend–Coupeville: Two hours before departure.*

*If you cancel your reservation after 5 p.m. the day before, a no-show fee will be charged to your credit card on file. The no-show fee is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands routes we divide the Anacortes fare in half.*

31. What happens if WSF needs to cancel a sailing for unexpected mechanical or weather issues?

*In the event that a sailing is cancelled, WSF will communicate the cancellation(s) to customers via travel alerts (if you have stored your information with WSF), our website and the Highway Advisory Radio. No new reservations will be available for that day.*

*Customers with reservations who are affected by cancellations will not be charged the no-show fee if they choose not to travel.*

*Customers with reservations who choose to travel will still be prioritized once service is reinstated, though they may experience delays.*

*At the terminal, WSF will give boarding priority to reservation holders on the dock, then to standby customers who are already on the dock. The terminal will then operate on a first-come, first-served basis for reservation holders. Additional standby customers will be able to travel only after all reservation holders have been accommodated.*

32. What happens in the event of a tidal cancellation?

*WSF knows tidal conditions well in advance and will not make reservations available on sailings that are canceled for tides.*

## Changing

33. How do I change my reservation?

*You can change your reservation online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries) or by phone at 888-808-7977.*

34. Is there a penalty for changing?

*You can make unlimited changes to your reservation without penalty any time until 5 p.m. the day before your reserved sailing. There is one free change after 5 p.m., but it has to be done before the lockout period. The lockout periods are:*

- *Anacortes–San Juan Islands or Sidney, B.C.: Three hours before departure.*
- *Port Townsend–Coupeville: Two hours before departure.*

35. What if I already changed my reservation once after 5 p.m. the day before my sailing and I need to change it again?

*You have the option to travel standby on the same day, from the same terminal as your reservation without penalty. Otherwise, you will need to cancel your reservation and make a new one. A no-show fee will be charged to your credit card on file. The no-show fee is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands routes we divide the Anacortes fare in half.*

36. What happens if I need to change to a smaller vehicle size?

*You can change your reservation to a smaller vehicle size without penalty any time until 5 p.m. the day before your reserved sailing. There is one free change after 5 p.m., but it has to be done before the lockout period. The lockout periods are:*

- *Anacortes–San Juan Islands or Sidney, B.C.: Three hours before departure.*
- *Port Townsend–Coupeville: Two hours before departure.*

37. What happens if I need to change to a larger vehicle size?

*You can change your reservation to a larger vehicle size category, if space is available, any time until 5 p.m. the day before your reserved sailing. There is one free change after 5 p.m., but it has to be done before the lockout period. The lockout periods are:*

- *Anacortes–San Juan Islands or Sidney, B.C.: Three hours before departure.*
- *Port Townsend–Coupeville: Two hours before departure.*

## **Traveling With a Reservation**

38. When do I need to arrive at the terminal?

**Port Townsend–Coupeville:** *You will need to be processed through the tollbooth **30-45 minutes** before your reserved sailing.*

**International:** *You should arrive at the Anacortes or Friday Harbor terminals **one hour** before your reserved sailing. You should arrive at the Sidney, B.C. terminal **90 minutes** before the sailing to ensure processing through Canadian and U.S. immigration.*

**Anacortes–San Juan Islands:** *You will need to arrive at the terminal **30-90** minutes before your reserved sailing.*

39. What do I need to bring?

*A reservation confirmation email will be sent to you. You can either print it or show it to terminal staff on your mobile device. They will scan it to verify your reservation.*

40. What if I lost my confirmation and accidentally deleted the email?

*You can always log into your reservation account (if you have one) and print a new confirmation page.*

41. What if I arrive at the terminal, but I forgot my confirmation page?

*Tollbooth personnel will be able to look up your reservation by the confirmation number, your name or your telephone number. Please remember to bring your confirmation page as these methods may take more time.*

42. What if I have several confirmation pages and I don't know which one is for my current reservation?

*The bar code is associated with your reservations account and will be the same for every reservation, so you can bring any of the pages. If you do not have an account and have multiple reservations, you should consider opening an account to help manage them. Tollbooth personnel may be able to look up your reservation (name, telephone).*

43. What if I arrive with a vehicle that's larger than my reserved vehicle?

*WSF may not be able to honor your reservation. You may be directed to the standby lane.*

44. What if I arrive with a vehicle that's smaller than my reserved vehicle?

*WSF will honor your reservation.*

45. What if I arrive late or miss my sailing?

*You may be directed to the standby vehicle lane.*

46. What if I arrive early? Can I get on an earlier sailing?

*If the terminal is currently staging for an earlier sailing, staff may direct you to leave and return during the proper arrival window for your reserved sailing. You have the option to be staged in the standby lane, which forfeits your guaranteed space on your reserved sailing. Standby vehicles will be loaded on a first-come, first-served basis after all vehicles with a reservation for that sailing are loaded.*

47. What if I don't know when I am returning?

*You can choose to make a reservation for the time you are most likely to return and then cancel or change if needed. Cancellations and unlimited changes are allowed without penalty any time until 5 p.m. the day before your reserved sailing. There is one free change after 5 p.m., but it has to be done before the lockout period. The lockout periods are:*

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- *Port Townsend–Coupeville: Two hours before departure.*

*Reservations are highly recommended for busy travel times to help spread demand and reduce wait times.*

*You can also choose to travel standby. It is likely that you won't need to make a reservation during off-peak travel times. Sailings that normally depart with space available will have more capacity for standby travelers.*

*[To see best times to travel, click here](http://www.wsdot.com/ferries/schedule/Default.aspx) or visit <http://www.wsdot.com/ferries/schedule/Default.aspx>. You will be redirected to the WSF schedule page. Select your route, then click on the links under 'Best Travel Times' on the right side of the page.*

48. I'm concerned that existing lines at the tollbooth are too long. What if I can't get through the line in time for my reservation?

*A key issue today is that on our highly desired sailings we have more customers showing up at our terminals than we have available space for the upcoming sailing. This causes the congestion and long lines at our terminals and in our communities. Reservations will eliminate this congestion and significantly reduce the line.*

49. I'm worried about last sailings; will I get left on the dock?

*WSF does not intend to leave customers on the dock. We will monitor the situation closely and will modify if necessary.*